

SUCCESS STORY

▶▶▶ INTEGRATING A ROUTING APPLICATION WITH CLIENT WORKFLOW

PROBLEM

Innovative Software Solutions (ISS) was seeking an automated system to streamline routes for greenhouse deliveries, but wanted a system that would easily integrate into their existing workflow.

TripBuilder is an ArcView 9.x extension that Applied Data Consultants (ADC) built for ISS to complement ISS' suite of applications, PICAS, written for greenhouse operators. TripBuilder integrates fully with the Progress database that PICAS is built upon allowing users to enter data in their PICAS' system and retrieve it in TripBuilder.

SOLUTION

TripBuilder is used by the greenhouse supply companies to use a map to interactively build efficient routes that take mileage, proximity, truck capacity, delivery dates, and special needs into consideration. Optimal delivery sequence and routing are taken into consideration but with the option, at the user's discretion, to customize any route to their specific requirements.

Enhancements such as address-level locations, allowing for drop shipping, and delivery to nationwide delivery vendors such as FedEx or UPS are available to TripBuilder users on an optional basis.

The Tripbuilder system in designed so the greenhouse supply company can customize it to work within their workflow. Orders can be processed based on any grouping of time, region, and order type that they specify. There are various options on what rules to apply while routing orders such as using round-trip or one-way mileage calculations or to start the delivery sequence at either the nearest or furthest order on the route. The user can also customize their working environment, choosing what data they want to see, various options on how to display orders, and how orders should be grouped.

RESULTS

ISS has streamlined its business with a fully automated workflow system that is customized to their work environment. They have had no disruption of their work flow, and have reported that their delivery time has decreased, while customer satisfaction has increased.

